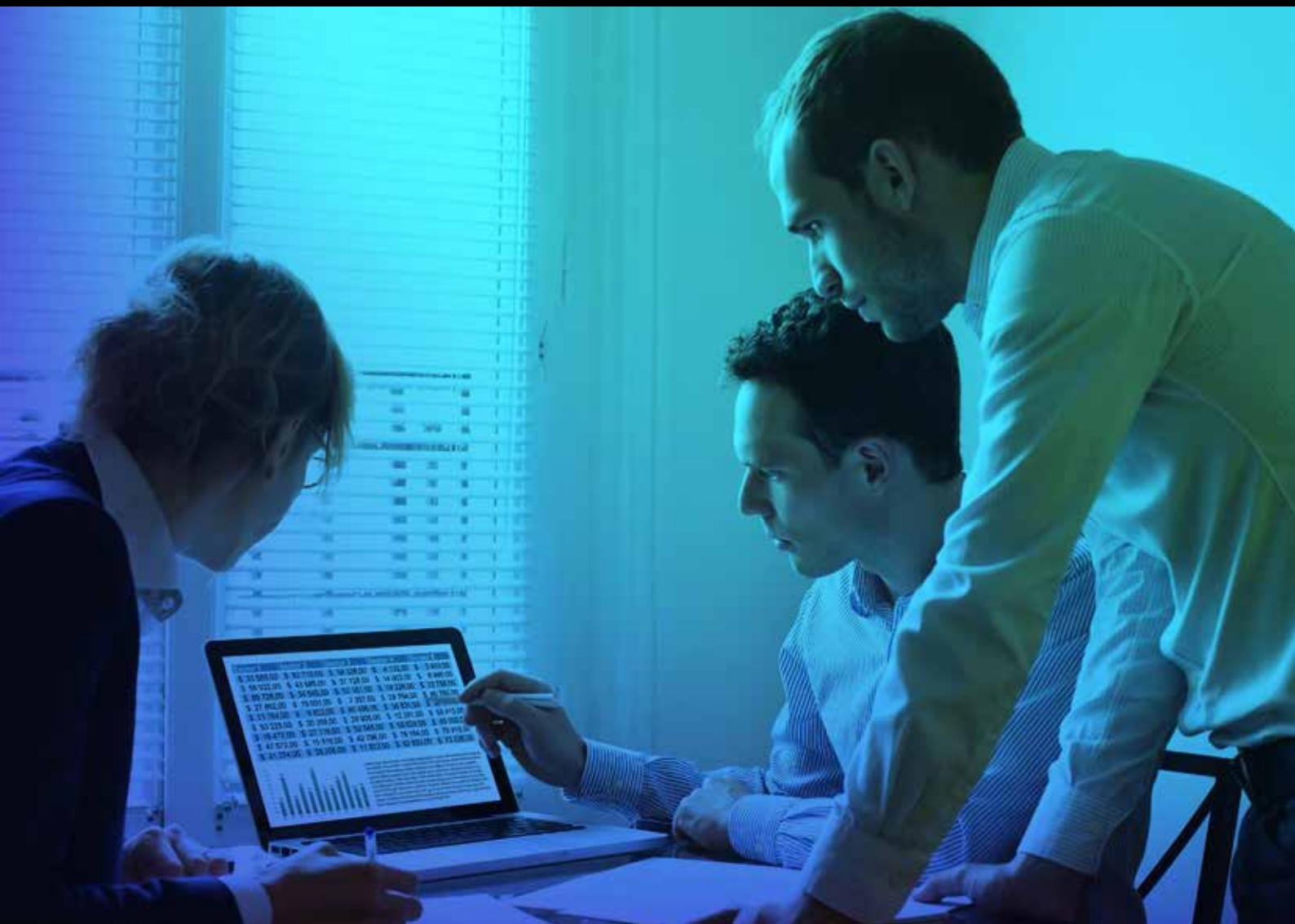# TCS Adaptive Knowledge Bank

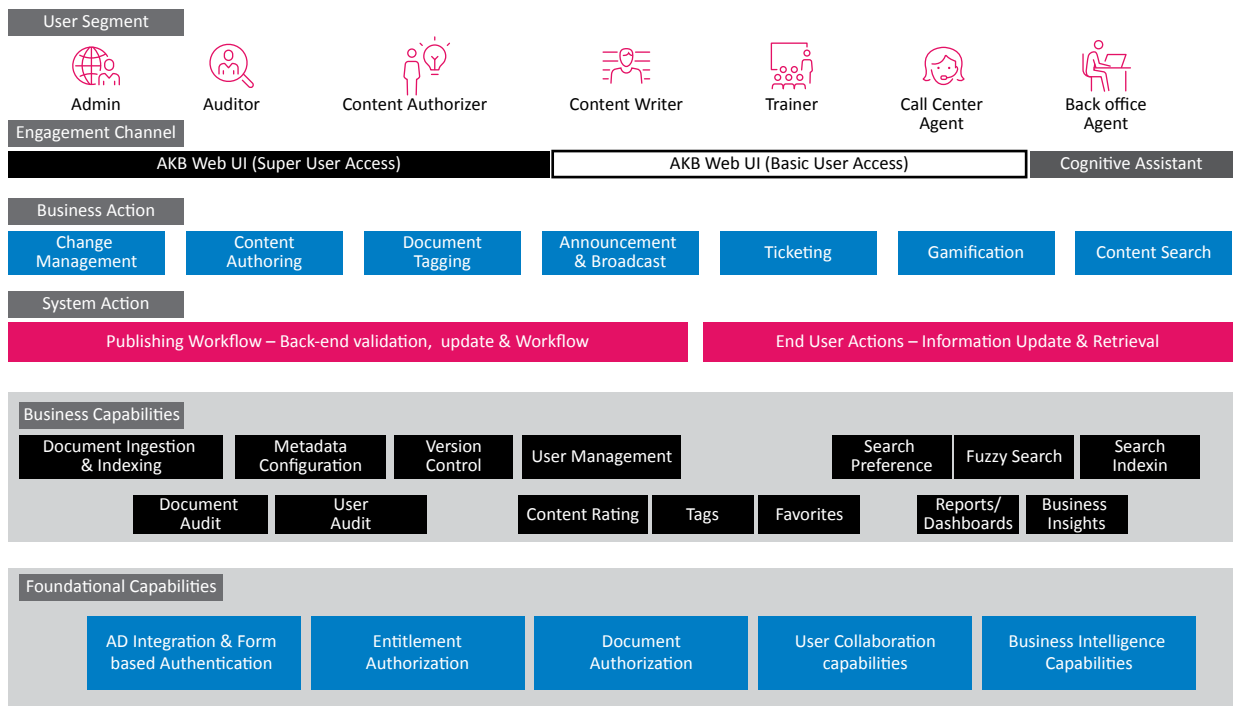Banking, Financial Services and Insurance

Organizations need next-gen cognitive solutions, which enable them to manage their knowledge in an effective way and deliver self-service capabilities. A knowledge management solution with the capability to create, manage and deliver knowledge in a controlled manner along with authentication and entitlement capability can help in meeting business objectives and delivering a better customer experience.

The solution enables the cognitive approach to consolidate the enterprise knowledge and make it available for the right and relevant stakeholders. The solution helps businesses search and retrieve relevant information quickly through strong natural language processing (NLP) and machine learning (ML) capabilities, aiding in effective content management. Along with capabilities such as content creation, storage, managing the ongoing changes through the intake process, and archiving or deleting the knowledge articles permanently, the solution also provides collaboration features that help the teams become more effective and enhance the customer experience.

Overview

Poor knowledge management in organizations leads to silos of knowledge hubs, inconsistent processes in creating and managing knowledge articles, and inefficient ways to search and retrieve relevant information. The inability to get the right information at the right time makes the process of handling customer queries time-consuming and leads to dissatisfied employees and customer experience. This acts as the key factor in increasing the operational cost for business and adds significant non-productive hours of employees. The absence of solution-driven knowledge management opens challenges in content reviews, access control, and ongoing audit measures, which in turn leads to quality and compliance issues. On top of the cost and compliance challenges, the lack of a solution also creates a significant gap in bringing the employee knowledge together and training them faster in handling their day-to-day activities.

TCS AKB solution provides an end-to-end knowledge management platform that is ready to be deployed on-premises or on the cloud. Built on three foundational capabilities of knowledge management – superior information management, strong control measures, and ease of use communication features, the solution encompasses a user-friendly, intelligent search and a collaborative approach to encourage adoption of the platform.

User Segment						
Admin	Auditor	Content Authorizer	Content Writer	Trainer	Call Center Agent	Back office Agent

Engagement Channel

AKB Web UI (Super User Access)	AKB Web UI (Basic User Access)	Cognitive Assistant

Business Action

Change Management	Content Authoring	Document Tagging	Announcement & Broadcast	Ticketing	Gamification	Content Search

System Action

Publishing Workflow – Back-end validation, update & Workflow	End User Actions – Information Update & Retrieval

Business Capabilities

Document Ingestion & Indexing	Metadata Configuration	Version Control	User Management		Search Preference	Fuzzy Search	Search Indexin
Document Audit	User Audit		Content Rating	Tags	Favorites	Reports/ Dashboards	Business Insights

Foundational Capabilities

AD Integration & Form based Authentication	Entitlement Authorization	Document Authorization	User Collaboration capabilities	Business Intelligence Capabilities

Key Features of TCS Adaptive Knowledge Bank Solution

Our Solution

The solution provides the following features:

- **Configurable workflow:** In-built workflow capability to streamline changes and the introduction of new knowledge.

- **Intelligent search:** Robust NLP/ML-based search capability to customize searches based on employee expertise.

- **Content creation:** Leverages a template-driven model to create content with multiple stakeholders in the creation process through a worklist.

- **Orchestration:** Supports push, pull, bulk upload, and e-mail notification services.

- **Domain metadata:** Drives the knowledge management through domain-specific metadata and leverages the same to catalogs, access control, and reports.

- **Reports and dashboards:** 30+ out-of-the-box reports associated with knowledge and user activities. Ability to customize the reports.

- **User management:** Manages multiple groups of user access and entitlements across lines of business through active directory and identity management integration.

Benefits

TCS Adaptive Knowledge Bank solution provides the following benefits:

- **Improved customer experience:** Enhances first contact resolution and problem recovery with greater consistency in experience and quicker servicing times recovery to improve customer experience by 15%.

- **Quality and compliance:** Tracks the quality and compliance guidelines and governs the usage and quality through business-specific dashboards.

- **Improved employee satisfaction:** Improves the average handling time by 40% for greater employee empowerment, reduces time to become proficient, and enhances the on-the-job experience.

- **Operational cost optimization:** Reduces costs and gain operational benefits through the optimization of handling time and organizational change control procedures.

- **Rapid adoption cycle:** Enables a faster time to market with 6 to 8 weeks roll out and initial adoption.

Why TCS

A partnership with TCS can provide the following advantages

- **Proven expertise:** TCS' solutions take advantage of the expertise spread from operations to technology and acquired through many years of experience across diverse customers from various geographies. Built for the context of insurance and banking, TCS delivers the AKB solution in a managed service model by leveraging the contextual knowledge of the customer environment to deliver the right return on investment.

- **Global leader:** TCS is a global leader in digital technologies across industry verticals and leverages its deep expertise in its pursuit for pragmatic application of technology in business and operation strategy build-out and transformation. With digital technologies from the 'board room' to the 'floor' to re-imagine business processes through a combination of digital and operational interventions, we help define ecosystems of collaborations by leveraging a combination of in-house digital solutions with product vendors to deliver concrete business value.

- **Strategic partnerships:** TCS solutions bring together strategic partnerships through transformational initiatives and across industry solutions that lead to faster value identification and realization by translating the experience of execution for our clients. We leveraged TCS' suite of globally proven solutions, platforms, products, and services, as well as that of its curated COIN™ ecosystem, to provide greater certainty and mitigate execution risk.

Awards and accolades

#1 IN CUSTOMER SATISFACTION
2020/21 EUROPE
Whitelane Research

top EMPLOYER NORTH AMERICA 2021
CERTIFIED EXCELLENCE IN EMPLOYEE CONDITIONS

top EMPLOYER GLOBAL 2020
CERTIFIED EXCELLENCE IN EMPLOYEE CONDITIONS

ASIA'S OUTSTANDING COMPANIES' POLL 2020 ASIAMONEY

STEVIES 2020

CIO100 WINNERS 2020

FinanceAsia ASIA'S BEST COMPANIES 2020

DIGITAL IMPACT AWARDS WINNER

HR AWARDS 2020

THE CIVIC 50

FTSE4Good

CDP DISCLOSURE INSIGHT ACTION

2020 Brand Finance Awards
TOP 3 IT SERVICES BRAND

2020 Brand Finance Awards
FASTEST GROWING IT SERVICES BRAND FOR THE DECADE 2010 - 2020

AWARDED Superbrands BRITAIN'S CHOICE 2020

AWARDED Superbrands AMERICA'S CHOICE 2020

Contact

For more information on TCS' Banking, Financial Services, and Insurance (BFSI) unit,

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About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is a purpose-led transformation partner to many of the world's largest businesses. For more than 50 years, it has been collaborating with clients and communities to build a greater future through innovation and collective knowledge. TCS offers an integrated portfolio of cognitive powered business, technology, and engineering services and solutions. The company's 488,000 consultants in 46 countries help empower individuals, enterprises, and societies to build on belief.

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